# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction to CareerTraining</td>
<td>3</td>
</tr>
<tr>
<td>Overview</td>
<td>3</td>
</tr>
<tr>
<td>This User Guide</td>
<td>4</td>
</tr>
<tr>
<td>Objectives</td>
<td>4</td>
</tr>
<tr>
<td>Getting Help</td>
<td>5</td>
</tr>
<tr>
<td>Technical Considerations</td>
<td>5</td>
</tr>
<tr>
<td>Accessing CareerTraining</td>
<td>6</td>
</tr>
<tr>
<td>Navigating CareerTraining</td>
<td>7</td>
</tr>
<tr>
<td>Welcome to CareerTraining</td>
<td>9</td>
</tr>
<tr>
<td>CareerTraining Options</td>
<td>10</td>
</tr>
<tr>
<td>Registration</td>
<td>11</td>
</tr>
<tr>
<td>Enrolling in a Course</td>
<td>11</td>
</tr>
<tr>
<td>Switching Sessions</td>
<td>17</td>
</tr>
<tr>
<td>Withdrawing from a Session</td>
<td>21</td>
</tr>
<tr>
<td>Activities</td>
<td>24</td>
</tr>
<tr>
<td>To Do List</td>
<td>24</td>
</tr>
<tr>
<td>History List</td>
<td>27</td>
</tr>
<tr>
<td>Catalogs</td>
<td>29</td>
</tr>
<tr>
<td>Personal</td>
<td>32</td>
</tr>
</tbody>
</table>
CareerTraining Overview

CareerTraining is a software tool that allows you to manage company-sponsored training online. With CareerTraining you can access self-study courses and enroll in courses offered at a Corporate training location. The courses are designed to help employees strengthen their skills and knowledge.

To use CareerTraining most effectively, take courses that you think will benefit you most. Your supervisor can help you choose those that are most likely to improve your current job performance and knowledge.

You can access CareerTraining from home or from work over the Internet, using the CareerCenter link on the Employee Resource Center web page.
Introduction to CareerTraining

This User Guide

Although the CareerTraining web site is easy to use, it's always nice to have a little help at first. Employees have different levels of experience with computers, and this Guide will be especially useful for those of you who are new to computers or who do not use a computer often.

The User Guide includes illustrations and explanations of screens you see when:

- Enrolling in a course
- Withdrawing from a course
- Switching from one session of a course to another.

It also shows you how to view your To Do list, personal information, training history, and a course catalog.

Norfolk Southern recommends that you follow the User Guide when you first enter CareerTraining to perform any of these activities.

This Guide does not include instructions for CareerTrack, Norfolk Southern’s new system for filling management positions. Although the CareerTrack web site works side-by-side with CareerTraining, instructions for its use are provided separately.

The User Guide summarizes each task in numbered steps. Following the summary, you'll take an illustrated walk through each step with fictional employee Tom Sample.

Objectives

After using the Guide with the CareerTraining application, you should be able to:

- Access CareerTraining
- Enroll in a course
- Withdraw from a course
- Switch from one course session to another
- Look at your To Do list, training history, personal information, and a course catalog.
Getting Help

What if I have questions about CareerTraining?

If you have questions about CareerTraining, or experience functional difficulty with the CareerTraining web site, call the Human Resources (HR) Help Desk:

Microwave 823-5486, or toll free 1-800-267-3313

You can also e-mail the HR Help Desk at HRHelpDesk@nscorp.com.

Before contacting the HR Help Desk, consult Technical Considerations below.

What if I have trouble logging in to the Employee Resource Center?

If you have problems logging in to the Employee Resource Center (ERC), call Network Support Services:

Microwave 529-1527, or toll free 1-800-525-2360

Technical Considerations

You can access CareerTraining from any computer, at home or at work, with Internet access.

Note that the ERC and CareerTraining are secure sites. Some public terminals, such as libraries, may not allow secure sites to be accessed.

Norfolk Southern is not responsible for any expenses related to access of this material on the Internet.

Browser Requirements

Microsoft® Internet Explorer 5.0 or above, or Netscape 6.2 or above, with 128-bit encryption installed.
Accessing CareerTraining

How do I find CareerTraining Online?

To get to CareerTraining, follow these steps:

1. Log in to the Internet using your browser software.
2. Go to the Norfolk Southern home page: www.nscorp.com
3. Click on the Employee Resource Center link.
4. Click Log in.
5. Enter your mainframe (RACF) ID and password.

Note: If you have problems logging in to the Employee Resource Center (ERC), call Network Support Services:
Microwave 529-1527, or toll free 1-800-525-2360

6. Click the CareerCenter tab.

7. Click one of the CareerTraining links on the CareerCenter page.

Note: Depending on your responsibilities, you may be presented with an additional screen with login options. If so, select Employee/Student to access CareerTraining.
Navigating CareerTraining

Getting around within an application is called navigation. Here’s a quick overview of the navigation options available in CareerTraining.

**Note:** In your Internet browser, you usually click the **Forward** and **Back** buttons to navigate, unless there are other instructions on the page. Be aware that these buttons will not function in CareerTraining.

### CareerTraining Interface

The following navigation buttons are located at the top left of the CareerTraining screen:

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>What it does</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Help" /></td>
<td>Help</td>
<td>Displays a popup window with help information.</td>
</tr>
<tr>
<td><img src="image" alt="Home" /></td>
<td>Home</td>
<td>Takes you back to the Welcome screen.</td>
</tr>
<tr>
<td><img src="image" alt="Back" /></td>
<td>Back</td>
<td>Takes you to the previous screen within an area of functionality.</td>
</tr>
<tr>
<td><img src="image" alt="Exit" /></td>
<td>Exit</td>
<td>Takes you out of the CareerTraining system.</td>
</tr>
</tbody>
</table>
Introduction to *CareerTraining*

**Text Links**

There are also many text links in *CareerTraining*. You can recognize a link by the appearance of an underline when you pass your mouse over the text; for example, the name of a course.

[Management Assessment](#)

Clicking on the underlined word or phrase will trigger an action, give you more information, or take you to a related web page.

**What is TEDS?**

You may notice the TEDS logo at the bottom of the *CareerTraining* screen. TEDS is the name of the software that runs behind the scenes to make *CareerTraining* function. Parts of the TEDS software were recently created for use with Norfolk Southern’s *CareerTraining*. As a new release, you may encounter occasional problems, and the software could perform more slowly than desired. Expect performance improvements in subsequent releases of the software.
Welcome to CareerTraining

This is the first screen you see after clicking the CareerTraining link. It welcomes you and provides a brief summary of the CareerTraining options.

Note: To save space, the browser toolbar and the border at the bottom are removed from the screen illustrations from this point forward in the User Guide.

Notifications

Employees who use CareerTraining may get e-mail or MEMO notifications regarding training sessions. This correspondence will be sent to you from CareerCenter. To ensure that you get all notifications, update your work e-mail address through the Employee Resource Center.
CareerTraining Options

With CareerTraining you can search for courses, enroll in courses, manage the courses for which you sign up, and view your personal information and training history.

The CareerTraining options are accessed from the CareerTraining menu bar, which is available at all times while you are working in CareerTraining. Each option has a menu that drops down when you pass your mouse over it. You select a menu option by clicking it.

Here’s what you can do with each of the CareerTraining options:

<table>
<thead>
<tr>
<th>CareerTraining Option</th>
<th>Menu Choice</th>
<th>What it lets you do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activities</td>
<td>To Do</td>
<td>▪ View courses you are scheduled to take&lt;br▪ Withdraw from a course&lt;br▪ Switch from one course session to another</td>
</tr>
<tr>
<td></td>
<td>History</td>
<td>View the courses you have already taken.</td>
</tr>
<tr>
<td>Registration</td>
<td>Options</td>
<td>▪ Enroll in a course&lt;br▪ Withdraw from a scheduled course&lt;br▪ Switch from one scheduled course session to another</td>
</tr>
<tr>
<td>Personal</td>
<td>Information</td>
<td>View your personal information.</td>
</tr>
<tr>
<td>Catalogs</td>
<td>Courses</td>
<td>▪ Search for a specific course or get a complete course listing&lt;br▪ Enroll in a course&lt;br▪ View available dates for a course</td>
</tr>
</tbody>
</table>

This Guide explores each of these CareerTraining options in more detail.

Corporate Recommendations and Support

As the table shows, there may be more than one way to perform some tasks. This User Guide presents the way recommended by Norfolk Southern and supported by the Help Desk.
How Do I Enroll in a Course?

To enroll in a course, follow these steps:

1. Click Options on the Registration menu.

If you have never enrolled in a course, the Registration screen displays only one link: Enroll myself in a course.

2. Click the Enroll link on the Registration screen.
3. Click the gray Search button.
4. Scroll to find the course you want.
5. Click the name of the course.
6. Click the Enroll link on the Course Information screen.
7. Click the Enroll link beside the session that best fits your scheduling needs.
8. Click OK on the Class Information screen.
9. Click OK on the CareerTraining screen.

Tom wants to move up to a supervisory position. To investigate the available training courses, he accesses the CareerTraining web site, and:

Clciks Options on the Registration menu.
Then Tom:

- Clicks Enroll.

The Searching for Courses screen displays. Tom can use the radio buttons and fill in some of the fields to narrow his search, or he can leave the fields blank and simply click the Search button to get a list of all available courses.

Since Tom doesn’t know any course details, he:

- Clicks the Search button to view all the available courses.

**Note:** If you’re experienced at computer searches, you can try the Advanced Search option.
A complete listing of available courses displays. Tom can use the vertical scroll bar to look for the course he needs and the horizontal scroll bar to look at additional course details. Tom:

- Uses the vertical scroll bar to read through the list to find courses that will help him develop his supervisory skills.
- Uses the horizontal scroll bar to see additional information about the listed courses.

The following details are provided in the columns next to each course name:

<table>
<thead>
<tr>
<th>Column</th>
<th>Provides this Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Code</td>
<td>The alphanumeric designation Norfolk Southern has assigned to the course.</td>
</tr>
<tr>
<td>Classroom Enrollment Available</td>
<td>Yes Classes are currently scheduled. Click Yes to see the schedule. No Classes are not currently scheduled.</td>
</tr>
<tr>
<td>Other Delivery Options</td>
<td>None No online or self-study version is available. Yes Click Yes to enroll in an online or self-study course.</td>
</tr>
<tr>
<td>Course Hours</td>
<td>The length of the course.</td>
</tr>
<tr>
<td>Course Status</td>
<td>Whether or not the course is currently offered.</td>
</tr>
<tr>
<td>Course Type</td>
<td>Typically indicates delivery method; for example instructor-led or online. There could be additional designations.</td>
</tr>
</tbody>
</table>
The course names are links. Tom sees a course on supervisory skills that interests him. He wants to find out more about this course, so he:

▶ Clicks **BASIC SUPERVISORY SKILLS**.

On the **Course Information** screen, Tom reads information about the course using the tabs and decides to enroll. He:

▶ Clicks **Enroll**.
Three sessions of **Basic Supervisory Skills** are offered. Tom thinks the session in early March will work best for him. To get more information on this specific session, Tom:

- Clicks the date for the session he prefers: **03/04/2003**.

After looking at the information under each of the tabs, Tom continues his enrollment by:

- Clicking **Enroll**.
The CareerTraining screen confirms Tom’s enrollment and provides a registration number. To acknowledge the confirmation, Tom:

- Clicks OK.

Tom is returned to the course listing screen where he can enroll in another course, access other menu options, or exit CareerTraining.
How Do I Switch Sessions?

If you have registered for a course and decide for any reason that you need to switch to another session, you can do so if more than one session is available. After you have enrolled in a course, the Registration screen displays two additional links:

- Withdraw
- Switch

To switch from one session in a course to another, follow these steps:

1. Access the initial Registration screen.
2. Click the Switch link.
3. Click the class for which you want to switch sessions.
4. Click Switch from this class on the Class Information screen for your current session.
5. Click the date of the session you want on the Enrolling screen.
6. Click Switch into this class on the Class Information screen for the new session.
7. Click OK on the Class Information screen confirming your enrollment.
8. Click OK on the CareerTraining screen that acknowledges the switch request.

It turns out that Tom is unable to attend the early March session of Basic Supervisory Skills after all. He remembers that there was another session later in March and decides to switch. Tom:

- Clicks Switch on the Registration screen.
The next screen displays the classes Tom is scheduled to take. He must first specify the class he wants to switch from. Tom:

▶ Clicks **BASIC SUPERVISORY SKILLS**.

On the **Class Information** screen for the session in which he's currently enrolled, Tom:

▶ Clicks **Switch**.
Notice that the Enrolling screen displays only the other two sessions, not Tom’s current session. He thinks the session later in March will be OK, but wants to see the details, so he:

- Clicks the date for the session he wants to switch to: 03/18/2003.

After looking at the information for this session of Basic Supervisory Skills, Tom:

- Clicks Switch.
The next screen confirms Tom’s enrollment in the new session. He:

- Clicks OK.

The following screen confirms that CareerTraining has processed Tom’s switch request and lets him know there is no charge for canceling his enrollment in the other session. Tom:

- Clicks OK to return to the Welcome screen.
How Do I Withdraw from a Session?

If you enroll in a session and find that you cannot attend, CareerTraining allows you to withdraw from the session. You withdraw from a session using the link on the Registration screen.

To withdraw from a course session, follow these steps:

1. Access the initial Registration screen.
2. Click the Withdraw link.
3. Click the class from which you want to withdraw on the Withdraw screen.
4. Click Withdraw on the Class Information screen.
5. Click OK on the CareerTraining screen.

Although Tom thought the late March session of Basic Supervisory Skills was going to work with his schedule, he later finds out that it won’t. He needs to withdraw from the class, so he:

- Clicks Withdraw.
The next screen displays the classes for which Tom is scheduled. He:

- Clicks the name of the class: **BASIC SUPERVISORY SKILLS**.

- Clicks **Withdraw** on the **Class Information** screen.
That's it. Tom has quickly and easily canceled his enrollment in the class. The CareerTraining screen confirms his withdrawal, and Tom:

- Clicks OK to return to the Welcome screen.

---

**Note:** CareerTraining does not archive a record of the canceled enrollment.
How Do I Keep Track of My Courses?

CareerTraining keeps track of the classes you’re scheduled to take, currently taking, and the ones you have already completed. You can access this information through the Activities options:

- To Do
- History

To Do List

The To Do screen displays a list of your scheduled training events.

▸ To see your To Do list, follow these steps:

1. Click To Do on the Activities menu.

2. Click the name of a course on your list to go to the Course Information screen.

Notes:

- If you have enrolled in a course prior to using CareerTraining, but have not yet taken it, this course should be on your To Do list.
- If you’ve signed up for a course, but you do not see it on your To Do list, contact the HR Help Desk at: Microwave 823-5486, or toll free 1-800-267-3313
Tom knows he is scheduled for a class sometime in February, but he's not sure of the date. To confirm the date, he:

- Clicks To Do from the Activities menu.

Tom checks the date. He can also view the Course Information screen from his To Do List. Tom decides to take another look at the course information, and:

- Clicks the name of the course: ADVD MGMT SKILLS WORKSHOP.
Tom reviews the information about the course. He can learn more by clicking on the tabs.

Note: Tom can also use the links on this screen to withdraw from the course or switch to another session.
History List

The **History** screen displays a list of company-sponsored and supplemental training events you have completed. Company-sponsored training is training that you take at a corporate training location. Supplemental training is training you take on your own, for example, a class at a community college.

To see your **History** list, follow these steps:

1. Click **History** on the **Activities** menu.

2. Click the name of a course to see additional details.

**Note:** Keep in mind that it takes several weeks after you have taken a company-sponsored training course for it to display in **History**. If you do not see courses you have taken in your history, do not contact anyone now. You will have an opportunity to correct it in the future.

Now Tom decides to look at his training history, so he:

- Clicks **History** from the **Activities** menu.
The **History List** displays a list of all the courses Tom has taken. Tom can check the status of a particular course and the date on which he completed it. He can get additional details by using the course name link. Tom:

- Clicks **INTRODUCTION TO SUPERVISION**.

The General tab provides the same details as the initial screen, but Tom can use the other tabs to view additional information about that course.
How Do I Browse Available Courses?

You can browse the selection of company-sponsored courses using the Catalogs option on the menu bar.

- To see a list of all courses, follow these steps:
  1. Click Courses from the Catalogs menu.
  2. Click the gray Search button on the Search screen.
  3. Click the name of the course for additional information.

Tom Sample Example

Tom doesn’t want to enroll in any more courses just now, but he’d like to see what’s available. To do this, he:

- Clicks Courses on the Catalogs menu.
A search screen displays. As you already learned there are a number of search options, but Tom wants to see all the courses, so he:

▶ Leaves all the fields blank and clicks the **Search** button.

A list of all courses displays. Tom can use the scroll bars to see all courses and some details. If he sees a course in which he’s interested, he can access more information by clicking the course name link. Tom wants to learn more about the course on achieving goals, so he:

▶ Clicks **ACHIEVING PERSONAL GOALS**.
The **Course Information** screen displays. Tom checks out the information under each tab.

**Course Information for Achieving Personal Goals**

*Enroll or View available dates for this course.*

Note: Tom can also use the links at the top of the screen to **Enroll** in the course or **View** available session dates.
How Do I View My Personal Information?

*CareerTraining* gets personal data from other NS Human Resource systems. You cannot change any of the information on this screen.

To access your personal information, follow these steps:

1. Click **Information** from the **Personal** menu.

2. Scroll to see all the information on a screen.

3. Use the tabs to see additional information.

You can change or add many of these details using the Employee Resource Center (ERC). For example, under the ERC’s **About Me** tab you can update contact information such as your work phone number or email address. The contact information on the ERC may be used to contact you if a course is canceled. If you make changes in the ERC, you should see them in *CareerTraining* the next business day.

If you are not able to update the information you want to change, contact your supervisor.

**Note:** The *CareerCenter* Help Desk **cannot** correct personal data.

Here is Tom Sample’s **Person Details** screen.

<table>
<thead>
<tr>
<th>General</th>
<th>Contact</th>
<th>Business</th>
<th>Demographics</th>
<th>Personal</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>THOMAS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Second Name</td>
<td>M</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td>SAMPLE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preferred Name</td>
<td>TOM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee No</td>
<td>0123453</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TEDS ID</td>
<td>NSN500AC95</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RACT ID</td>
<td>SAMPLE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Password</td>
<td>**********</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>